

Community Meeting

July 20, 2005

Sponsored by Trades Advisory Council & MWS



Key Note Speaker

💧 Mr. Louis Burnette

💧 Manager, Division of Water Supply

💧 TN. Department of Environmental
Conservation

Our goals for today

- 💧 Update on changes
 - 💧 Getting customer feedback
 - 💧 Identify issues
- 💧 Improving communications – make it easier for you to work with us
- 💧 Answer your questions

Trades Advisory Council

The Trades Advisory Council was created in response to customer feedback and focus groups. It includes plumbers, engineers, contractors and developers. This group reviews changes in policy that affect customers who want to connect to the Metro Water Services infrastructure. In addition, this group works with us to improve our processes for your convenience.



Mission – To provide input/insight concerning issues that impact MWS customers enabling both MWS and industry representatives to understand the operational impacts and perceptions of utility practices and policies.

Goal – To improve communication and promote customer input concerning MWS policies and procedures which impact the construction, plumbing and engineering communities of the greater Nashville area.



Trades Advisory Council Member Benefits

- ◆ Member participation is voluntary but those that serve are able to influence policies and practices of MWS that could impact their work and livelihood.
- ◆ Members may present ideas to MWS for improved operational methods.
- ◆ Members gain a better understanding of MWS policy background and regulatory requirements.
- ◆ Members benefit by developing points of contact for assistance and advisement for non-typical applications.
- ◆ Members represent and communicate with multiple trade associations and boards.
- ◆ Members present issues for consideration from their respective associations and boards.
- ◆ Members participate in other MWS activities (Customer Service and National Drinking Water Week celebrations.)





Trades Advisory Council: Membership

Plumbing

Ken Gregory, Ace Plumbing
Mike Gregory, Ace Plumbing
Eric Holt, Holt Plumbing
Lance Hornbuckle, Hornbuckle Plumbing
Tony Smith, Plumbers of Nashville
Jack Steakley, Steakley Plumbing
Andy Ward, Republic Plumbing
Gail McQuisten, Lamberth & Sons Plumbing

Fire Protection

Richard Smith, Superior Fire Protection

MWS

Hal Balthrop
Mary Ellen Jackson
Mike Morris
Gary Ragland
Ronnie Russell
Martha Segal
Marcus Knight
Jim Tamulis

Contractors & Developers

Rick Blackburn, Regent Homes
Ilke Hanloser, IS Engineer & Utilities
Bill Hawkins, Charles Hawkins
Company-National Association of
Offices & Industrial Parks
Eba Hobbs, R.C. Mathews
Jim McLean, McLean Builders
Cris Remke, Hawkins Development
Company
Kelly Sloan, Phillips Builders
Rick Jones, T.W. Frierson



Trades Advisory Council Web Site

- 💧 The Trades Advisory Council now has a Web presence – a link is available from the Residential and Commercial Development Process pages
- 💧 Site includes:
 - 💧 Upcoming meeting agenda and information
 - 💧 Minutes of past meetings
 - 💧 Newsletters
 - 💧 Policy changes and news

Other MWS feedback methods that Complements Trades Advisory Council

- 💧 Citizens Advisory Group – Made up of representatives of all customer classes
- 💧 Mayor's Night Out – Community-wide meetings, by legislative district, to get feedback from customers
- 💧 Customer Satisfaction Survey
- 💧 Utility website feedback
- 💧 Daily interaction with our customers

Trades Advisory Council Utility Benefits

- 💧 Provides forum to discuss issues and develop solutions.
- 💧 Creates access to industry associations for information on other utility policies, procedures and programs.
- 💧 Enables mutual access to knowledge and experience with products, services and vendors.
- 💧 Cross-industry networking.
- 💧 Serves as a forum for proposed new programs and policy changes.
- 💧 Assist in enforcement of regulatory requirements.
- 💧 Assist in customer understanding and acceptance of utility practices.

Accomplishments

- Variance process
- Website creation & enhancements
- Automatic meter inspection scheduling
- Updated schematics
- Fire service policy
- Quarterly newsletter
- Participation in cross-department design review committee
- Process review community meeting
- Implementation of out of county sewer inspections
- Revisions to backflow policies & customer notification process
- Express plans review
- Updated sewer accessibility policy

Policy procedures & updates

- 💧 Policy updates
 - 💧 Fire
 - 💧 Sewer Accessibility

Fire Service Policy

- There should be no consumption on this device unless there is a fire or the sprinkler system has been tested. It is the responsibility of the customer to monitor usage and notify MWS if these situations have occurred. If this information is not received, usage will be categorized as “unexplained.” Continued “unexplained” usage will require installation of full flow fire meter.
- It is the responsibility of the customer to notify MWS if usage has occurred. Notification can be made as follows:
 - Via e-mail: Mindy.Thomason@Nashville.gov
Shannon.Wray@Nashville.gov
 - By phone: 862 – 4770 ext. 266

862 – 4696



Sewer Accessibility Policy

💧 Policy:

Sanitary sewer is considered accessible to any parcel of land on which a structure suitable for occupancy is adjacent to the point of connection to a public sewer. The Director, or his designee, the Metro Water Services Plans Review Committee may set aside this test for accessibility whenever the difficulty in connecting to the public sewer calls for such exemption. Parcels deemed to have accessibility will be billed and must connect to the public sewer system in accordance with Section 15.40.060 of the Metropolitan Code.

Engineering Update

- Engineering update
 - Application and Process
 - Ordinance
 - Design Review Committee

Engineering Division Plans Review Process

July 20, 2005



Pre-application assistance

- Pre-submittal meetings encouraged, not required
- General discussion of conditions
- Opportunity to educate regarding requirements pertaining to:
 - Basin fees
 - Performance agreements
 - Public vs. private lines
 - Gravity vs. grinders
 - Easements
 - Securities
 - Pump station maintenance fees

The pre-submittal meeting is **not** for:

- Pre-approval
- Variances
- Decision making



Construction Plans

UPDATE!

- **Metro Ordinance BL2004-381 passed in November 2004**
- **Certifies MWS' authority to approve water and wastewater engineering construction plans and authorizes new fee schedule**
- **Trunk sewers larger than 18" diameter and pump stations greater than 1 MGD continue to require approval from TDEC**
- **Refer to MWS Plans Review Fee Worksheet**

Steps 7-12 apply if a water or sewer extension is required





Construction Plans

UPDATE!

New fees calculations:

Water lines:

1–1000 ft. = \$100

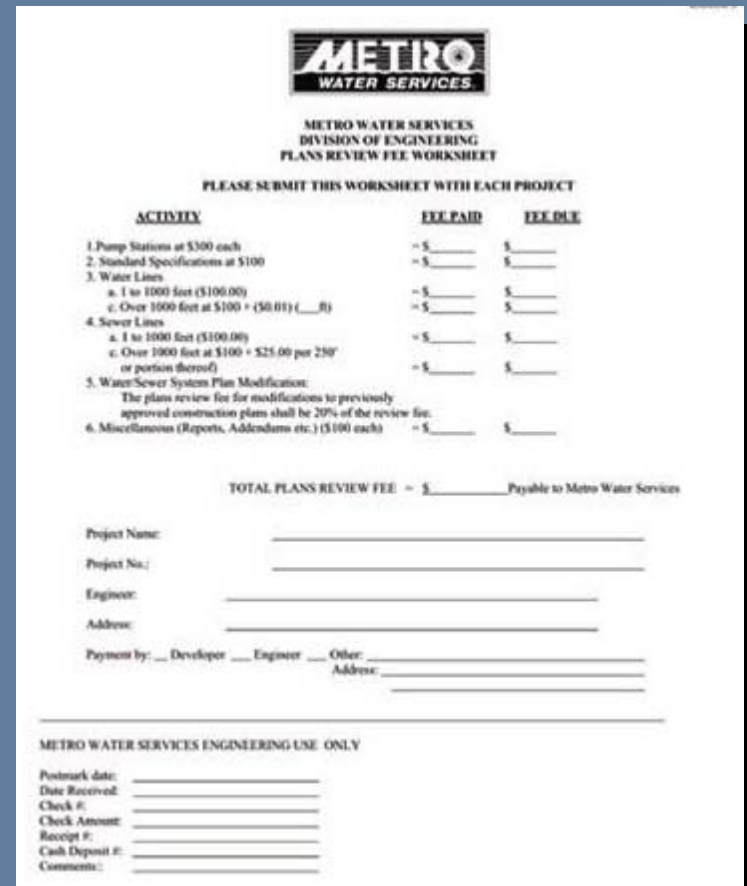
> 1000 ft. = \$100 + \$.01/ft.

Sewer lines:

1–1000 ft. = \$100

> 1000 ft. = \$100 + \$25/250'
or portion thereof

Pump stations: \$300



METRO WATER SERVICES
DIVISION OF ENGINEERING
PLANS REVIEW FEE WORKSHEET

PLEASE SUBMIT THIS WORKSHEET WITH EACH PROJECT

ACTIVITY	FEE PAID	FEE DUE
1. Pump Stations at \$300 each	= \$ _____	\$ _____
2. Standard Specifications at \$100	= \$ _____	\$ _____
3. Water Lines		
a. 1 to 1000 feet (\$100.00)	= \$ _____	\$ _____
c. Over 1000 feet at \$100 + (\$.01) (____ ft.)	= \$ _____	\$ _____
4. Sewer Lines		
a. 1 to 1000 feet (\$100.00)	= \$ _____	\$ _____
c. Over 1000 feet at \$100 + \$25.00 per 250' or portion thereof	= \$ _____	\$ _____
5. Water/Sewer System Plan Modification: The plans review fee for modifications to previously approved construction plans shall be 20% of the review fee.		
6. Miscellaneous (Reports, Addendums etc.) (\$100 each)	= \$ _____	\$ _____

TOTAL PLANS REVIEW FEE = \$ _____ Payable to Metro Water Services

Project Name: _____
Project No.: _____
Engineer: _____
Address: _____
Payment by: _____ Developer _____ Engineer _____ Other: _____
Address: _____

METRO WATER SERVICES ENGINEERING USE ONLY

Postmark date: _____
Date Received: _____
Check #: _____
Check Amount: _____
Receipt #: _____
Cash Deposit #: _____
Comments: _____

Steps 7-12 apply if a water or sewer extension is required



Sufficiency review

- Verification that the items attached are valid for that project
- Notification of complete/incomplete status provided within 3 business days
- Complete status – review within 4 weeks
 - Incomplete status – clock stops

**To check on submittal status at any time,
please call Fred Thomas at 862-4574**



Checklist

- **Appendix: 4 Commercial / 2 Residential**
- **Completed checklist should be attached to all plan submissions**
- **42 items – some will not apply to all plans, depending on the proposed development**
- **Omission of requirements that do apply are deemed incomplete and returned**

The checklist guides your way to efficient plan review



Checklist

- **Plans Review Fee Worksheet Submittal Form**
 - **4th Floor, Engineering Section Office**
- **Construction Plan Review Checklist**
 - **Appendix: 4 Commercial / 2 Residential**
- **Availability letter or receipt for capacity fee payment**

**Note: Plans will not be
accepted without this item**

Plan review by MWS

- Approval is based on the information submitted
- MWS can only verify the data presented
- MWS regulatory enforcement obligation under state permit
- Lessons learned – example projects

Efficiency Tip:

Submit accurate and sufficient data to ensure timely project construction and completion

Plan approval

- MWS plan approval is not acceptance of liability for a design submitted with inaccurate or insufficient data

Quickest path to successful project completion:

Submit plans with complete, accurate and sufficient calculations valid for the project being submitted



Checklist

- **Water and Sanitary sewer system design calculations**
 - **Based on TDEC regulations**
- **Plan stamped by a registered engineer if applying for a building permit**
- **Standard Plan Notes (as shown in Appendix: 5 Commercial / 3 Residential)**

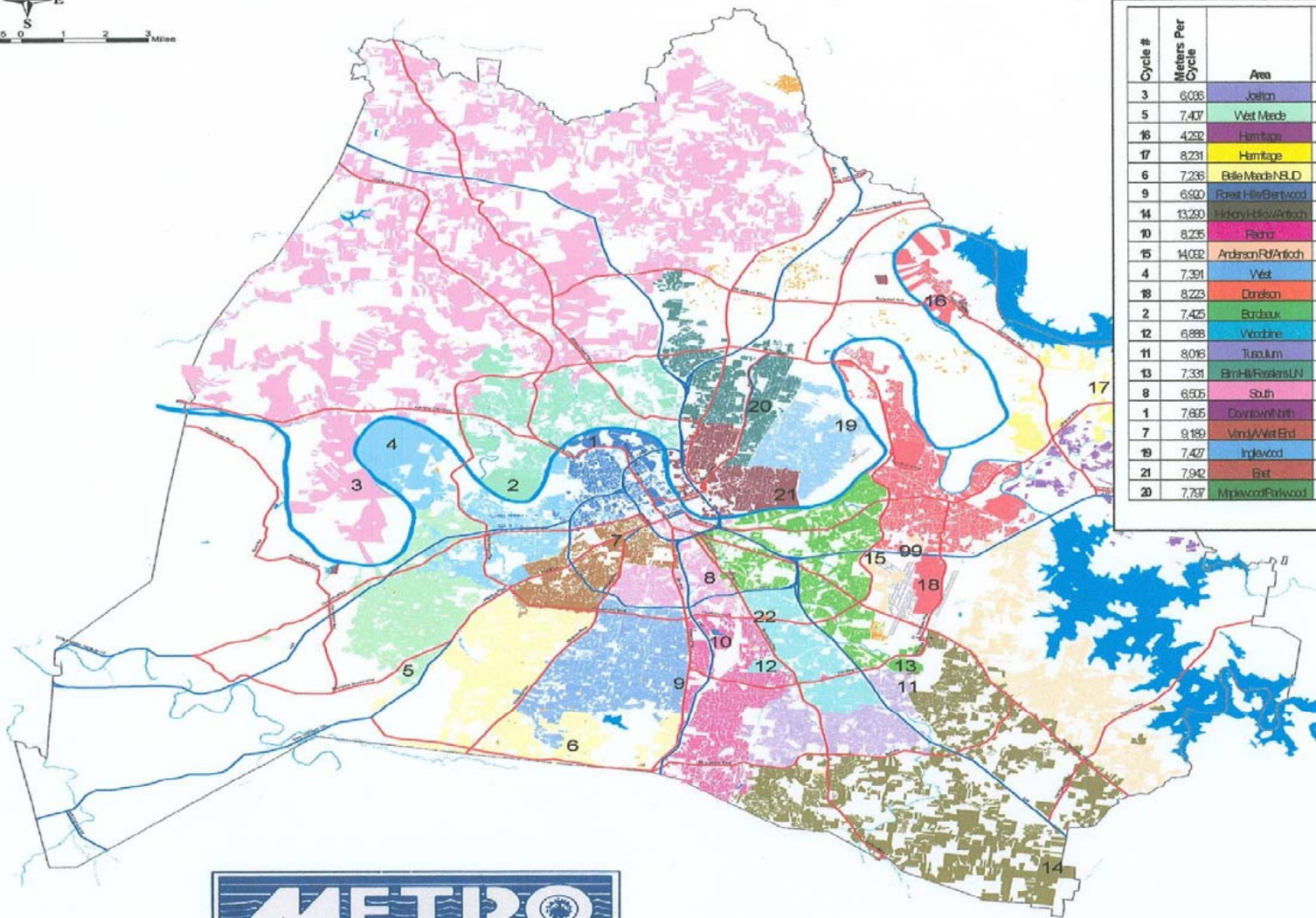
Ordinance No. BL2004 - 381

- An ordinance authorizing the Director of the Department of Water and Sewerage Service to enter into agreement with the State of Tennessee to certify the Department's authority to approve water and wastewater engineering construction plans and authorizing a fee schedule for the Department of Water and Sewerage Service to charge for review of such plans.

CSC – Field Activities

- 💧 AMR
- 💧 Commercial Meter Ownership
- 💧 Meter Test Schedule

Metro Water Services Automated Meter Reading Project



Cycle #	Meters Per Cycle	Area	Propose Start Date (M/Y)	Completion Date (M/Y)
3	6,036	Joliet	Nov-02	Mar-03
5	7,407	West Meade	Jan-03	Jul-03
16	4,232	Heritage	Jul-03	Sep-04
17	8,231	Heritage	Jul-03	Sep-04
6	7,236	Belle Meade NSLD	Sep-04	Mar-05
9	6,600	Forest Hill/Bartwood	Mar-05	
14	13,200	History Hills/Arloch	Jul-05	
10	8,236	Racco	Apr-06	
15	14,032	Anderson Rd/Arloch	Sep-06	
4	7,391	West	Jul-07	
18	8,223	Donsdon	Dec-07	
2	7,425	Bardonia	Apr-08	
12	6,888	Woodbine	Aug-08	
11	8,016	Tusculum	Nov-08	
13	7,331	Bird Hill/Rockers LN	Mar-09	
8	6,905	South	Jun-09	
1	7,665	Downtown/both	Sep-09	
7	9,189	Vand/West End	Dec-09	
19	7,407	Inglewood	Apr-10	
21	7,942	East	Aug-10	
20	7,737	Maplewood/Parkwood	Dec-10	



Commercial Meter Ownership

Scenario	Meter Type	<u>INSIDE AMR AREA</u>				<u>OUTSIDE AMR AREA</u>			
		Replacement/ Repair Responsibility	Valves, Meter Box, Ser. Line	Subsequent Maint. Resp.	Future Maint. Resp.	Replacement/ Repair Responsibility	Valves, Meter Box, Ser. Line	Subsequent Maint. Resp.	Future Maint. Resp.
Meter is Testing Accurately*	Meter Manufactured & installed 10 years or less	MWS	MWS	MWS	MWS	MWS (Elective)	MWS	MWS	MWS
Meter is not Testing Accurately*	Meter can be repaired and is 10 years old or less	Owner	Owner	Owner	Owner	Owner	Owner	Owner	Owner
Meter is not Testing Accurately*	Meter cannot be repaired and is over 10 years old	Owner (upgrade to Sensus/Trident)	Owner (upgrade to current standards or replace)	MWS (after upgrade)	MWS (after upgrade)	Owner (upgrade to Sensus/Trident)	Owner (upgrade to current standards or replace)	MWS (after upgrade)	MWS (after upgrade)

* According to AWWA guidelines 97 – 103% Accuracy.

Meter Test Schedule

- 💧 6", 8", 10" - Yearly
 - 💧 4" - Every 2 years
 - 💧 3" - Every 3 years
 - 💧 1.5", 2" - Every 4 years
-
- 💧 Process – MWS Contractor will Test meter, if meter fails the customer will receive notification to make repairs or replace the meter

System Service Update

Regulations and Guidelines

- 💧 **Cross Connection Control Plan**
- 💧 **Metro Water Services – 2004**
- 💧 **Cross Connection Control Manual**
 - 💧 **Division of Water Supply**
 - 💧 **Tennessee Department of Environment and Conservation (TDEC) – 1998**
- 💧 **MWS Technical Specifications:**
 - 💧 **<http://www.nashville.gov/water/technicalspecifications.htm>**



Appointment Scheduling

- 💧 **Scheduling for annual testing**
 - 💧 **Consumer contacted and appointment set prior to inspector visiting property (typical for MWS & ABI)**
- 💧 **Scheduling for inspections for U & O's**
 - 💧 **Consumer contacts customer service at 862-4600**
 - 💧 **Select option 5**
 - 💧 **Customer service representative will take information and initiate service request**
 - 💧 **Cross Connections personnel will receive service request and contact for appointment**



Variance Consideration

Fire Service Lines

- Double Check Valve Assembly or Double Detector Check Valve Assembly required on all fire service lines
- Variance can be requested for placement of device only – not requirement of device
- If variance is granted, automatic flushing device may be required

Variance Consideration (cont.)

- 💧 Domestic Line
 - 💧 Variance can be requested for location of Reduced Pressure Backflow Preventer (RPBP) Assembly
 - 💧 Variance can also be requested concerning requirement of assembly in low – hazard multi story (2) structures
- 💧 All Variance request (Fire or Domestic) shall be directed to the Permits Office of Metro Water Services

Permits update

7/1/04 -6/10/05

- 💧 11,578 permits issued
- 💧 3,253 new accounts created
- 💧 6,503 inquiries locations
- 💧 227 plans
 - 💧 115 fast tracked
- 💧 61% pf walk in customers (7,160) requesting permit.

Variance Request Process

- Complete written request or form

- Name:

Date:

- Owner of property:

- Address:

Map & Parcel:

- Building Permit number:

- Contact phone and fax number:

- Type of Variance

- Meter ___ Backflow ___ Other ___

- Location ___ Exemption ___ Other ___

- Type of Service

- Fire ___ Domestic ___ Irrigation ___ Replacement ___

- New installation ___ Existing Installation ___



Variance Request Process (cont.)

- 💧 Distance from main to meter and meter to device:
- 💧 Present service line material:
- 💧 Proposed location:
- 💧 Type of dwelling and commercial usage:
- 💧 Terrain description:

Variance Process (cont.)

- Submit written/e-mail request – Mary Ellen Jackson
 - Fax: 862-7257
 - Email: mary.jackson@nashville.gov
 - 700 2nd Av. S. Nashville, TN. 37210
 - Questions?: 862-4679
- Request reviewed internally by variance committee
- Response communicated within two working days by permits staff

Meter Inspection Process

- 💧 8,117 inspections completed from 7/04 – 5/05
- 💧 Meter permit obtained by licensed professional at permits
- 💧 Residential meter furnished by MWS
- 💧 Commercial meter purchased by contractor
- 💧 Initial meter inspection automatically scheduled for ten working days from date of meter permit
- 💧 Initial inspection completed
 - 💧 Verification and approval of:
 - 💧 Meter number and ID correct for property
 - 💧 Meter size
 - 💧 Meter type
 - 💧 Meter depth
 - 💧 Service line material
 - 💧 Meter box location (must be uncovered)



Meter inspection Process (cont.)

💧 Meter Fails Initial Inspection

- 💧 Compliance inspector will notify contact person on permit and leave a dot of green spray paint inside box
- 💧 Re-inspection automatically scheduled in ten working days and appropriate cost-recovery billing entered

💧 Meter Passes Initial Inspection

- 💧 Compliance Inspector leaves a dot of blue paint on inside of box
- 💧 Final inspection automatically scheduled for ninety working days after initial inspection

Meter Inspection Process (cont.)

- 💧 Final Inspection completed
- 💧 Verification and approval of:
 - 💧 Dials on meter
 - 💧 Couplings Flared
 - 💧 Installation of MXU
 - 💧 MXU number
 - 💧 ECR number
 - 💧 Yard grading around box

Meter Inspection process (cont.)

- 💧 **Meter Fails Final Inspection**
 - 💧 Compliance Inspector notifies contact person and leaves a dot of green spray paint inside the box
 - 💧 Re-inspection is automatically scheduled in ten working days and appropriate cost-recovery billing entered
- 💧 **Meter passes Final Inspection**
 - 💧 Permits Office issues Use and Occupancy approval

Updates

- 💧 Pre – submittal meetings encouraged
- 💧 Express plans review
 - 💧 Meter and valve details, size and connection
 - 💧 Existing water and Sewer locations
 - 💧 Fire Marshall stamp and Approval
- 💧 Property not released for permitting until released by MWS Engineering
- 💧 Only licensed plumber or contractor can pull water permits
- 💧 MWS furnishes residential meters only
- 💧 U and O granted after final inspection
- 💧 Account will not be placed in the owners name until after the U and O has been issued.
- 💧 Dare Dig and Excavation permits needed before scheduling the tap



Questions?

